



J. TYLER McCAULEY  
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 525  
LOS ANGELES, CALIFORNIA 90012-2766  
PHONE: (213) 974-8301 FAX: (213) 626-5427

May 3, 2005

TO: Supervisor Gloria Molina, Chair  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – HUMAN  
SERVICES NETWORK, GRANADA HILLS, PARTHENIA AND  
SHADOW HILLS GROUP HOMES**

We have completed a review of Granada Hills, Parthenia, and Shadow Hills Group Homes (Group Home or Agency) operated by the Human Services Network. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Human Services Network Group Homes are six-bed facilities that provide care for boys ages 12-15 who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Granada Hills Group Home was providing services for four Los Angeles County DCFS children; Parthenia Group Home was providing services for six Los Angeles County DCFS children; and Shadow Hills Group Home was providing services for six Los Angeles County DCFS children.

Parthenia Group Home is located in the Third District. Granada and Shadow Hills Group Homes are located in the Fifth District.

**Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and included an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with children placed in the Group Home at the time of the review. Interviews with

*"To Enrich Lives Through Effective and Caring Service"*

children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

**Summary of Findings**

Generally, the Agency is providing the services outlined in their Program Statement. However, the Agency needs to make improvements to its facilities, and maintain comprehensive Needs and Services Plans.

Attached is a detailed report of the review findings.

**Review of Report**

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children Services Group Home Ombudsman within 20 business days from the date of this report. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:asl

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Paul Higa, Chief Probation Officer  
Joaquin Shelton, Executive Director, Human Services Network  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee

**Human Services Network  
Granada Hills  
17929 Index Street  
Granada Hills, California 91344  
Phone: (818) 832-9424  
License: 191220401  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Granada Hills Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, adequately landscaped, and secure.

Overall, the interior of the Group Home is well maintained. The common quarters are neat. However, some of the kitchen cabinets are dirty. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

The children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR/DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendation**

- 1. Human Services Network management clean the kitchen cabinets.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children were assessed for needed services within thirty days of placement.

The treatment team developed and implemented the Needs and Services Plans (NSP) with input from the child. Although the NSPs are current and include long and short-term goals, they are not comprehensive. The goals in the NSPs are not measurable, attainable, or realistic. Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSP.

### **Recommendation**

- 2. Human Services Network management develop goals in the Needs and Services Plans that are measurable, attainable and realistic.**

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with the opportunity to participate in emancipation and vocational programs as appropriate.

### **Recommendations**

**There are no recommendations for this section.**

#### **IV. Recreation and Activities**

##### **Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

##### **Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given the opportunity to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

##### **Recommendations**

**There are no recommendations for this section.**

#### **V. Psychotropic Medication**

##### **Method of assessment – Review of relevant documents**

According to the Agency's management, there are no residents receiving psychotropic medications. This information is appropriately documented.

##### **Recommendations**

**There are no recommendations for this section.**

#### **VI. Personal Rights**

##### **Method of assessment –Interviews with children**

**Sample size for interviews: Two**

##### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children are given the opportunity to receive or reject voluntary medical, dental, and psychiatric care.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

#### **Sample size for interviews: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and allowances to the children. The Group Home supplies children with the required \$50 monthly clothing allowance, and children are given the opportunity to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children are permitted to spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

### **Recommendations**

**There are no recommendations for this section.**

**Human Services Network  
Parthenia  
16010 Parthenia Street  
North Hills, California 91343  
Phone: (818) 894-8473  
License: 191220817  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Parthenia Group Home is located in a residential community. Overall, the exterior of the Group Home is well maintained; however, the exterior wall near the entrance door is dirty. The front and back yards are clean, adequately landscaped, and secure.

Overall, the interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the oven is broken.

Overall the children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space; however, one of the dressers is broken. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR/DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendations**

**1. Human Services Network management:**

- a. Clean the exterior wall near the entrance door.**
- b. Repair the oven.**
- c. Repair the broken dresser.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

#### **Sample size for interviews: Two**

#### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children were assessed for needed services within thirty days of placement.

One child does not have a current Needs and Services Plan (NSP) in his file. The other child has a current NSP in his file that includes long and short-term goals; however, it is not comprehensive. The goals in the NSP are not measurable, attainable, or realistic. The treatment team developed and implemented the Needs and Services Plan (NSP) with input from the child. Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSP.

### **Recommendations**

#### **2. Human Services Network management:**

- a. Maintain current Needs and Services Plans for all children in the case files.**
- b. Develop goals in the Needs and Services Plans that are measurable, attainable and realistic.**

## **III. Educational and Emancipation Services**

### **Method of assessment – Review of relevant documents and interviews**

#### **Sample size for interviews: Two**

#### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with the opportunity to participate in emancipation and vocational programs as appropriate.

### **Recommendations**

There are no recommendations for this section.

## **IV. Recreation and Activities**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

#### **Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given the opportunity to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

There are no recommendations for this section.

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

According to the Agency's management, there are no residents receiving psychotropic medications. This information is appropriately documented.

### **Recommendations**

There are no recommendations for this section.

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

**Sample size for interviews: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff

supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children are given the opportunity to receive or reject voluntary medical, dental, and psychiatric care.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and allowances to the children. The Group Home supplies children with the required \$50 monthly clothing allowance, and children are given the opportunity to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children are permitted to spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

### **Recommendations**

**There are no recommendations for this section.**

**Human Services Network  
Shadow Hills  
10222 Kalua Drive  
Sunland, California 91040  
Phone: (818) 352-2400  
License: 191290884  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Shadow Hills Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, adequately landscaped, and secure.

The interior of the Group Home has some areas where improvements are needed. The common quarters are neat. However, there is mildew around the bath tub in the residents' bathroom, and the paint is peeling off the bathroom ceiling. The kitchen cabinets are scratched and are missing some of the knobs. One of the kitchen counter tiles is broken, and the oven is dirty. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

The children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a VCR/DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

**Recommendations**

**1. Human Services Network management:**

- a. Remove mildew from around the bath tub.**
- b. Repaint the bathroom ceiling.**
- c. Repair the kitchen cabinets.**

- d. Repair the broken tile on the kitchen counter.
- e. Clean the oven.

## **II. Program Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

#### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children were assessed for needed services within thirty days of placement.

One of the Needs and Services Plans (NSP) was developed and implemented by the treatment team with input from the child, the other plan was not. The NSPs are current and include long and short-term goals; however, they are not comprehensive. The goals in the NSPs are not measurable, attainable, or realistic. Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSP.

## **Recommendations**

### **2. Human Services Network management:**

- a. Develop Needs and Services Plans (NSP) that are developed and implemented by the treatment team with input from the child.
- b. Develop goals in the Needs and Services Plans that are measurable, attainable and realistic.

## **III. Educational and Emancipation Services**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

#### **Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with the opportunity to participate in emancipation and vocational programs as appropriate.

### **Recommendations**

**There are no recommendations for this section.**

## **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

### **Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given the opportunity to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

**Method of assessment – Review of relevant documents for three case files**

**Sample size for interviews: Three**

### **Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

**Sample size for interviews: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children expressed satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children are given the opportunity to receive or reject voluntary medical, dental, and psychiatric care.

### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

#### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and allowances to the children. The Group Home supplies children with the required \$50 monthly clothing

allowance, and children are given the opportunity to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children are permitted to spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

### **Recommendations**

**There are no recommendations for this section.**